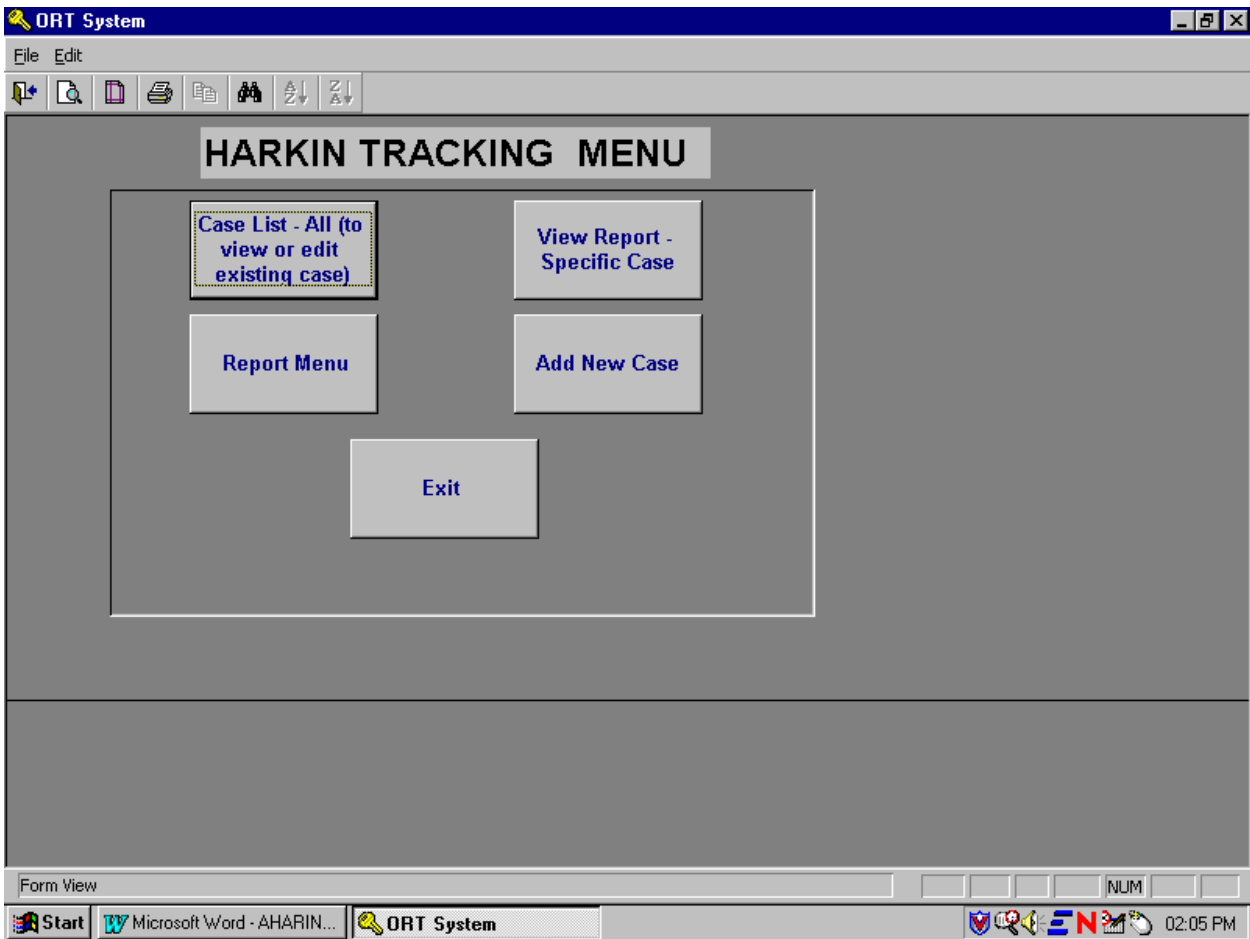


***Exhibit 32 – Harkin Grantee Winframe Database Access and Operation Instructions –  
(Rev. 32, 10-25-02)***

The screenshot shows a Windows-style application window titled "ORT System". The window has a menu bar with "File" and "Edit". Below the menu bar is a toolbar with icons for file operations (new, open, save, print, find, help) and window management (maximize, minimize, close). The main area of the window is a light gray background with the text "Please enter your User ID" in blue. Below this text is a white text input box. Below the input box is a button labeled "OK". At the bottom of the window, there is a status bar that says "Form View". The Windows taskbar is visible at the bottom of the screen, showing the "Start" button, the "ORT System" taskbar icon, and the system clock showing "11:09 AM".

***To log on to the Harkin Tracking system, enter your user ID on the text box and click on OK. If your user ID is not profiled in the system database or you accidentally entered the wrong user ID, the message box will read, you do not have access to the system, please verify your user ID or contact the system administrator. At this point, click on OK to go to the next screen. If you are sure that you have entered your ID correctly and still have trouble accessing the system, contact Scott Wakefield at (410) 786-4301, or Binh Nguyen at (410) 786-3682.***



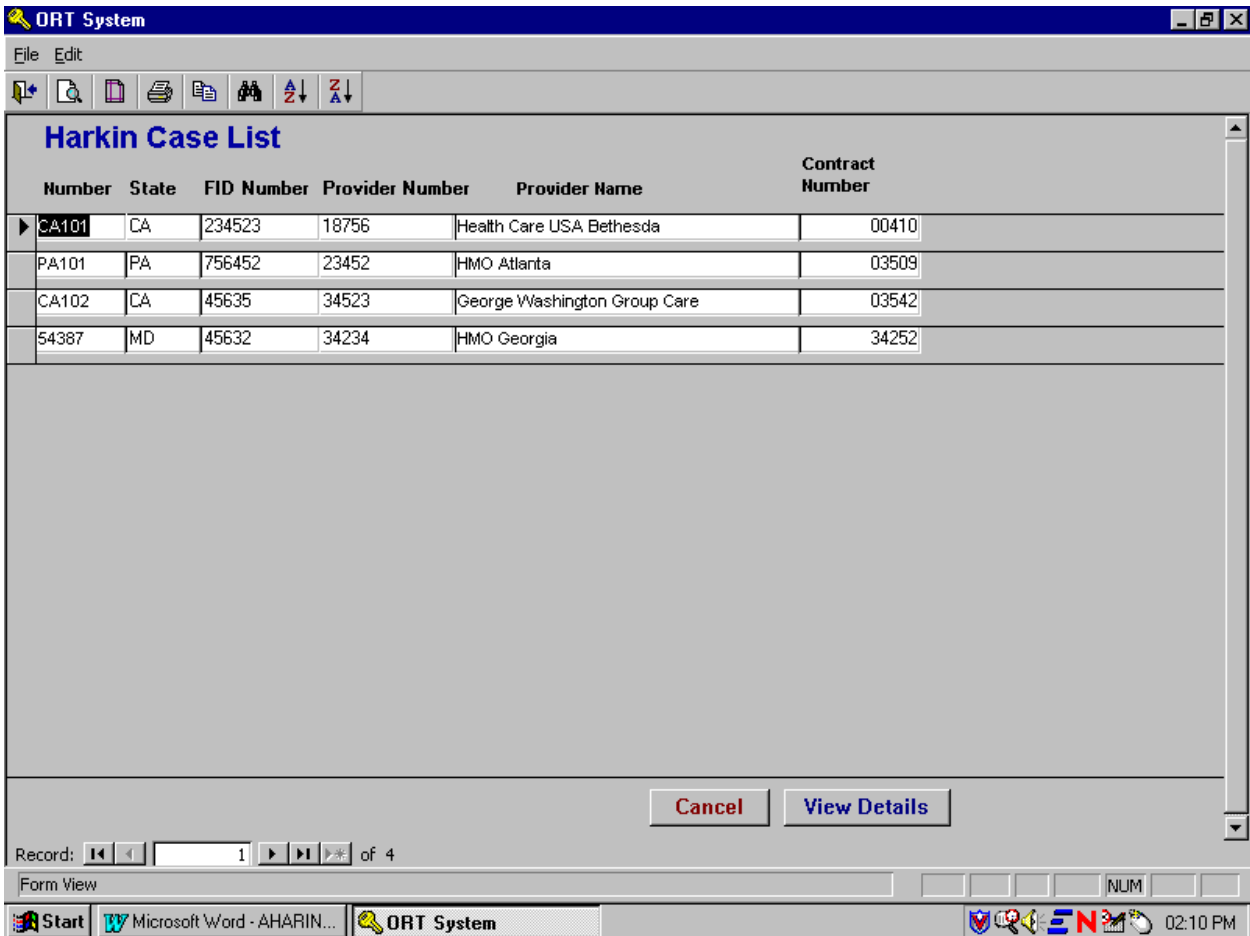
Once you are in the system, the **Harkin Tracking Menu** is the first screen that will be displayed. **Users who do not have. Write access will not see the Add New Case function.** The following are descriptions of each function:

1. **Case List - All (to view or edit existing case)** - Clicking on this will allow you to view all the case listings in order by case number.
2. **Report Menu** - Clicking on this will open the Report Menu that allows you to view a case report in either a Details or Tabular format. These reports reflect criteria such as date, state, provider number etc.
3. **View Report-Specific Case** - Click on this button if you want to access a specific report by case number.
4. **Add New case** - You will only see this function button if you have Read & Write access. When accessed, you will get an empty form that will allow you to enter the information for each case.
5. **Exit** - Click on to exit the Harkin Tracking System.

*The following are instructions for navigating each selection.*

**Case List - All (to view or edit existing case):**

*The cases are listed by ascending order. To view a specific case, move the cursor to the front of the **Number** and click on the **View Details** button on the bottom of the screen. If you click on **Cancel**, you will go back to the previous screen. Or, you can click on "**File**", and then elect "**Close Form**" to take you back to the previous screen. When you click on **View Details**, the next screen should appear.*



Number	State	FID Number	Provider Number	Provider Name	Contract Number
CA101	CA	234523	18756	Health Care USA, Bethesda	00410
PA101	PA	756452	23452	HMO Atlanta	03509
CA102	CA	45635	34523	George Washington Group Care	03542
54387	MD	45632	34234	HMO Georgia	34252

**ORT System - [View/Edit Complaint]**

File Edit

**VIEW/Edit Harkin Case** **Preview Report** **Cancel** **Save**

Complaint Number: **CA101** FID Number: **234523** State: **CA**

Date Of Initial Contact: **01/02/2001** Date Complaint Closed:

Provider Name: **Health Care USA Bethesda** Provider Number: **18756**

Provider Address: **235 Millersville Rd** Amount Dispute: **\$34,567.00**

**Oxford Drive** **CA** Amount Recovered: **\$13,456.00**

Contractor Number: **00410** Action Taken: **Fraud Unit Referral**

Explanation: **This case is referred to the central office fo review. It has been applied the new Action Taken codes on 2/8/2001.**

Record: **1** of 1 (Filtered)

complaint number FLTR NUM

Start Microsoft Word - AHARIN... ORT System - [View/... 02:11 PM

- Remember that the form allows for "Read only" access unless you have read and **write** capability. **If you have "Read only" access, you will not be permitted to alter the information on this form.** If you have "write" access, then you can edit and after you make changes, click on **Save** before you close the form.
- When you choose the **View Report** button, you will see the report in the **Details** format. To view the **Tabular** format, you should go to the **Report Menu** on the first screen (Harkin Tracking Menu) and choose the category and case number you want to view.

**ORT System**

File Edit

**Preview Report by:**

Detail Description	Tabular Format
<input type="radio"/> Specific Case	<input type="radio"/> Specific Case
<input type="radio"/> All Cases	<input type="radio"/> All Cases
<input type="radio"/> By Initial Date of Contact	<input type="radio"/> By Initial Date of Contact
<input type="radio"/> By Contractor Number	<input type="radio"/> By Contractor Number
<input type="radio"/> By Provider Number	<input type="radio"/> By Provider Number
<input type="radio"/> By State	<input type="radio"/> By State

**Main Menu** **Cancel**

Record: 1 of 1

Form View

Start Microsoft Word - AHARIN... ORT System 02:12 PM

**If you choose Report Menu, you will see this screen:**

*You are given the option of viewing by **Detail Description** or **Tabular Format**. For example, if you want to view project CA101 you could choose. **Detail Description** format (click on **Specific Case**, then enter CA101 and click on **OK**), you will then see the preview report of CA101 as reflected in the next chart.*

*If you choose to view the **Tabular Format** for the project CA101, you would go to the **Tabular Format** category, choose **Specific Case**, enter the case number CA101, and click on **OK**. An example of the tabular format of the preview report for CA101 is given on the next page.*

**ORT System**

File Edit

**Harkin Case Report** Date Report: 05/15/2001

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Complaint Number: CA101    RID Number: 23452    State: CA

Date Of Initial Contact: 01/02/2001    Date Complaint Closed:

Provider Name: Health Care USA Bethesda    Provider Number: 18756

Provider Address: 235 Millersville Rd    Amount Dispute: \$34,567.00

Oxford Drive    CA    Amount Recovered: \$13,456.00

Contractor Number: 00410    Action Taken: Fraud Unit Referral

Explanation: This case is referred to the central office for review. It has been applied the new Action Taken codes on 2/8/2001.

Ready

Start Microsoft Word - AHARIN... ORT System 02:14 PM

*The tabular format contains 2 pages; you just click on the **right Arrow** on the bottom next to the **word page**, or **left Arrow** to get back to the previous page.*





*The following descriptions present the various options presented to you for viewing the cases. For example, **All Cases** will show you all the projects currently in the system.*

***View Report - Specific Case --** Displays the **Detail Description** format of that case. The report will resemble the one displayed for case CA101 on Page 8.*

***Add New Case (complaint number):** (You will only see this button if you have **Write** access)*

**ORT System**

File Edit


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## Harkin Case Report

Tuesday, May 15, 2001

Complaint Number	FID Number	State	Date of Initial Contact	Date Complaint Closed	Provider Number	Provider Name	Provider Address
CA101	23452	CA	01/02/2001		18756	Health Care USA Bethesda	Oxford Drive Oxford Drive

Ready


Microsoft Word - AHARIN...
ORT System
02:16 PM

To enter new case (also referred to as complaint), begin by filling in "Complaint Number" by taking the existing project code (i.e. CA000) and adding subsequent case in sequential order (i.e. CA001, CA002, DC200, DC201, DC202, etc.) Fill in the remainder of the required information, then click on "Save" before you close the form.

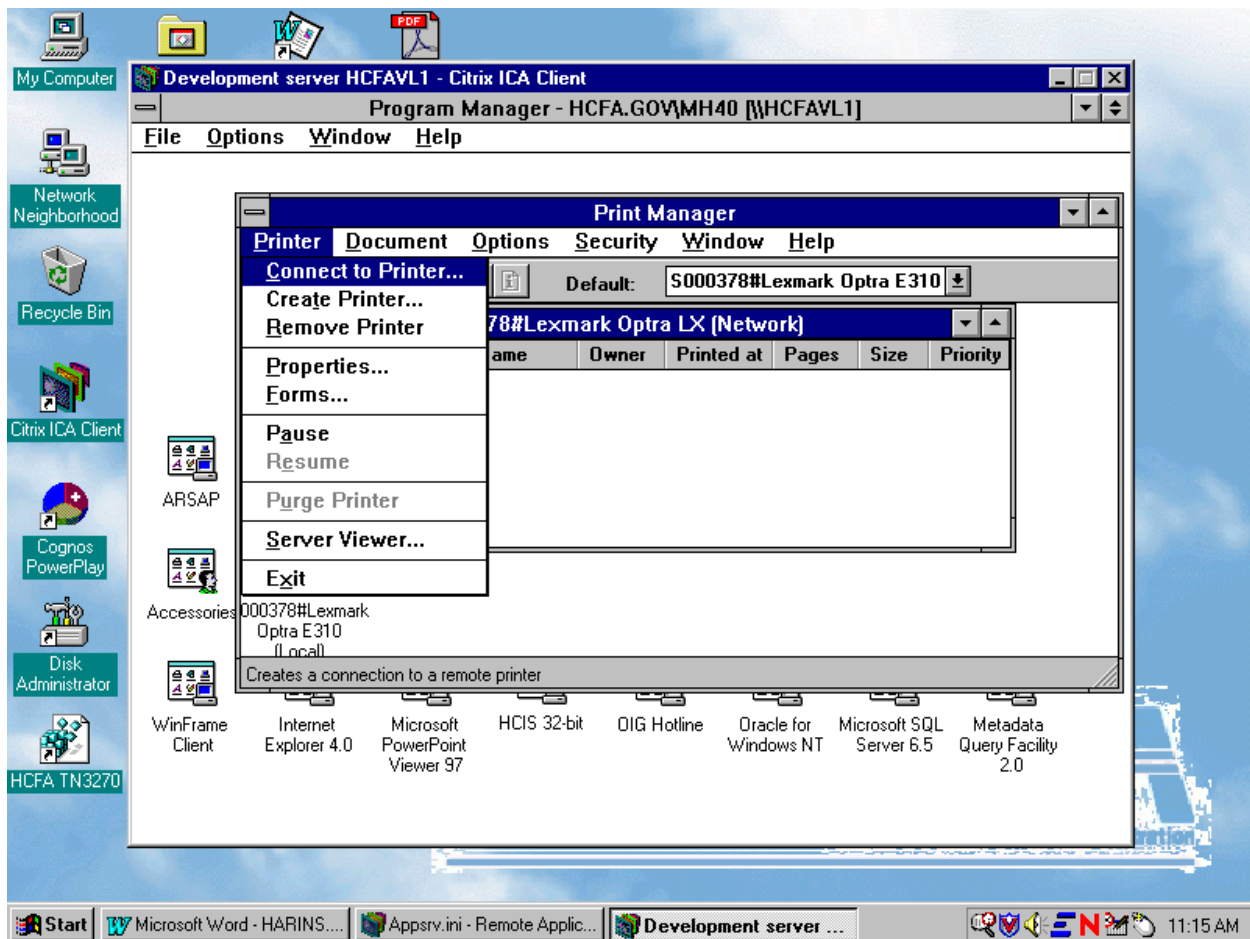
**"Complaint Number" is a mandatory field and must be filled in when you want to add a new case.**

**Exit:** Click to exit the Harkin Tracking System.

## **SET UP THE DEFAULT PRINTER ON WINFRAME**

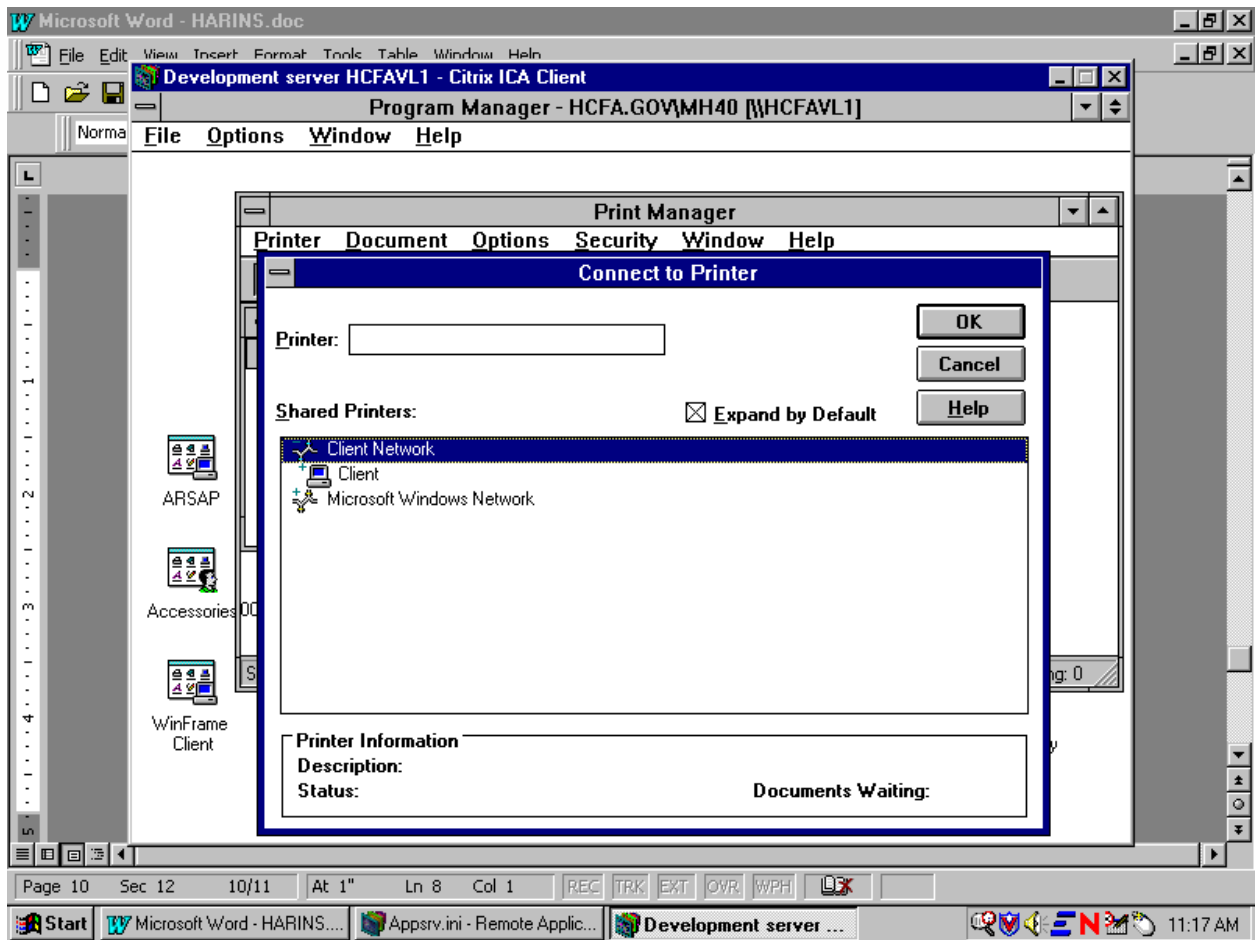
*The Winframe Client is supposed to automatically create the default printer when you log on. If the default printer is not set, the system will indicate this and you will not be able to view the reports. The following section provides instructions on how to set the printer on the Winframe, however, you should set up the default printer for your local LAN before you log on to Winframe.*

*After you log on the Winframe, click on group icon **Main**, click on **Control Panel**, click on **Printer**. Click on **Printer** on the **Menu**, and you will see the following screen:*

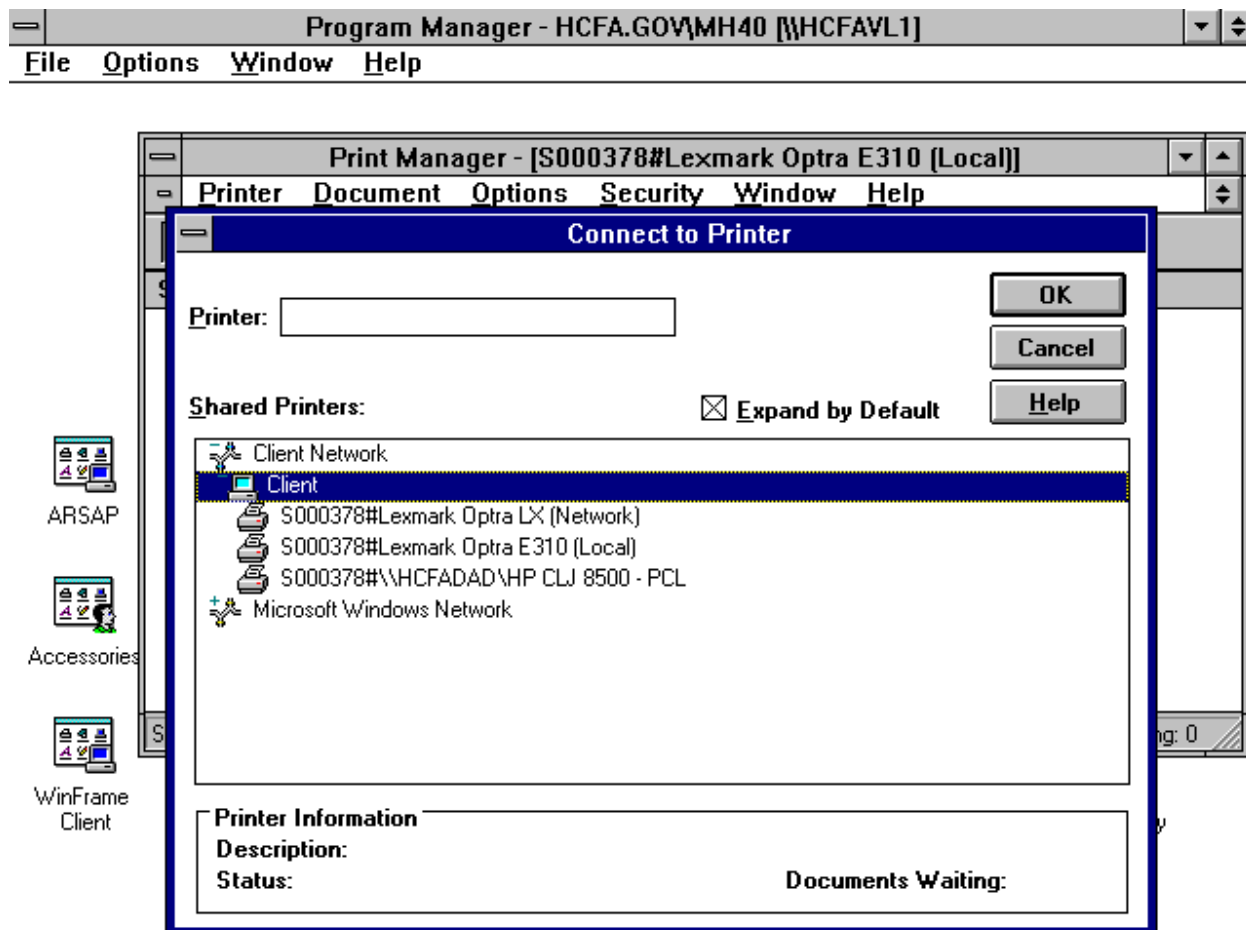


*Then click on **Connect to printer**. At this point you will have to wait because the Winframe will try to connect to the other printer server (indicated by hourglass on screen). The following screen will then appear:*



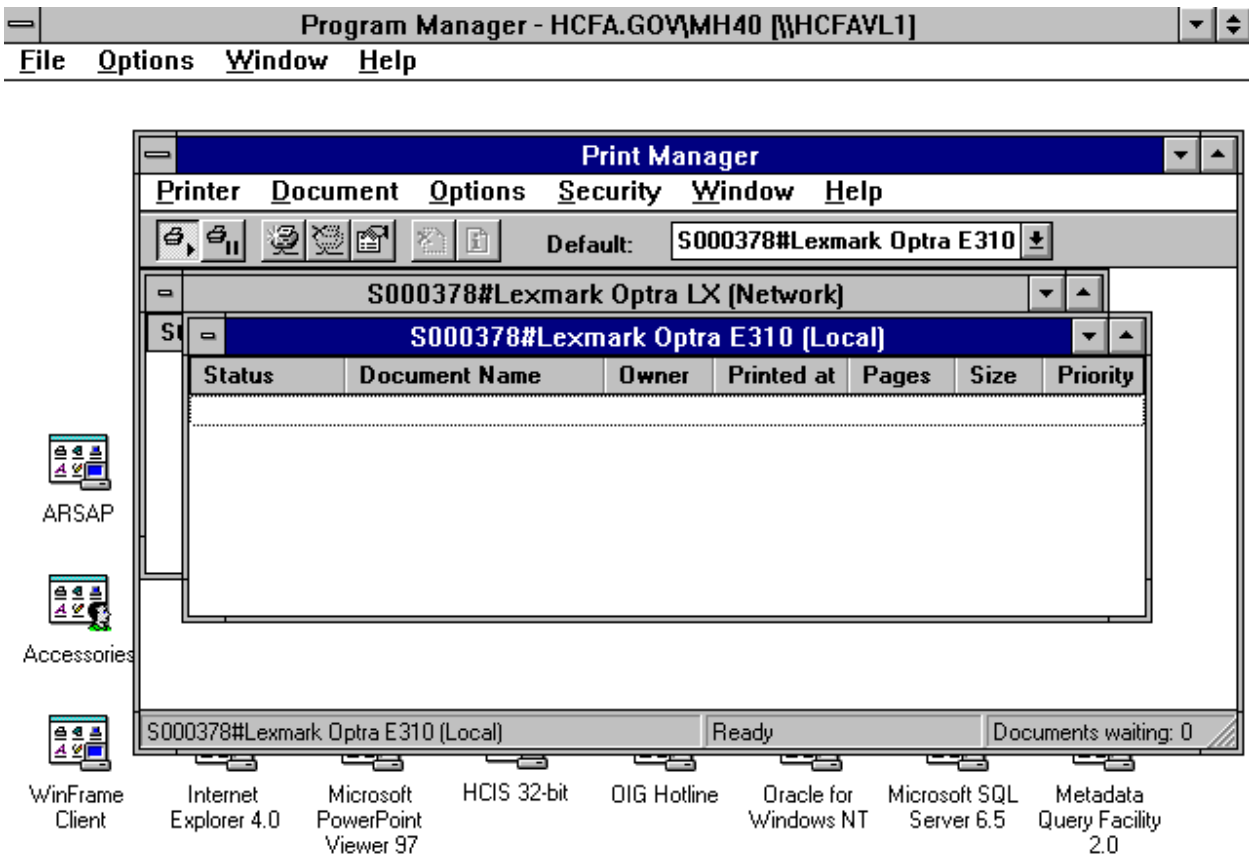


*Click on **Client Network** and then **Client**. At this point you will see the list of Printers, which are set up on your local PC. Each will be different depending on what type of printer you are connected to locally.*



*For example, if you have three printers connected locally, you will select a printer for the report to be sent to. Highlight the printer name, then click on **OK**. Click on **OK** for the next 1 or 2 windows and you will see the following screen displayed:*

*At this point you will see the printer you picked displayed on the **Printer Manager** window.*



*This will set up your default printer on Winframe and you should be able to view the reports.*

*If you have any questions about the printer setup, please contact Binh Nguyen at (410) 786-3682.*